



PO Box 4129  
Everett WA 98204

ENDORSE



NAME

ADDRESS1

ADDRESS2

CSZ

COUNTRY



SEQ  
CODE 2D  
Ver 1A

BREAK

To Enroll, Please Call:  
1-833-749-1685

Or Visit:

<https://response.idx.us/etch>

Enrollment Code: <<XXXXXXXXXX>>

May 19, 2022

## NOTICE OF [SECURITY INCIDENT] / [DATA BREACH]

Dear <<First Name>> <<Last Name>>:

East Tennessee Children’s Hospital (“ETCH”) is writing to make you aware of a recent incident that may affect the privacy of some of your information. We take this incident seriously and we would like to share information about the incident, our response, and resources available to help protect your information, should you feel it appropriate to do so.

**What Happened?** On March 13, 2022, ETCH identified unusual activity on its network. We promptly began taking steps to secure our systems and commenced a comprehensive investigation into the incident. Through the investigation, on March 18, 2022, we determined that certain documents stored within ETCH’s environment may have been copied from or viewed on the system by an unauthorized person(s) between March 11, 2022, and March 14, 2022. We then undertook a comprehensive review of the affected data to determine what records were present and to whom the information related. You are receiving this notice because, on April 19, 2022, the investigation determined that certain information related to you was present in the affected data.

**What Information Was Involved?** Our investigation determined that the affected information may include your name and contact information, and includes your <<Information Affected>>.

**What We Are Doing.** Along with providing outstanding patient care, the confidentiality, privacy, and security of information within our care are among our highest priorities. Upon identifying this incident, we promptly took steps to secure our systems and investigate the full scope of the event. We are also reviewing and strengthening our existing policies, procedures, and safeguards related to cyber security and have already taken additional steps to further enhance the security of our systems. We have notified federal law enforcement of this incident, as well as appropriate state and federal regulators.

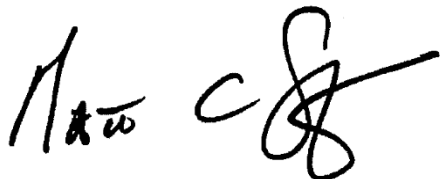
As an added precaution, as part of this notice, we are providing you with access to xx months of credit monitoring and identity theft protection services at no cost to you. Information on the services and instructions on how to enroll may be found in the attach *Steps You Can Take to Protect Personal Information*.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits, and monitoring free credit reports for suspicious activity and to detect errors. We also encourage you to review and consider the information and resources outlined in the attached *Steps You Can Take to Protect Personal Information*, and to enroll in the complimentary credit monitoring and identity theft protection services we are offering. Please note, we are unable to enroll you in these services, so you will need to follow the instructions below in order to do so.

**For More Information.** We understand that you may have questions that are not addressed in this letter. If you have any additional questions, please call our dedicated assistance line at 1-833-749-1685 Monday through Friday, from 9:00am – 9:00pm EDT, excluding major holidays.

We apologize for any inconvenience or concern this incident may cause, and we are appreciative to the community for trusting us with the healthcare of our children. Thank you for your patience, understanding, and partnership during your continuum of care and during this incident.

Sincerely,

A handwritten signature in black ink, appearing to read "Matt C. Schaefer". The signature is stylized and cursive.

Matt C. Schaefer  
President & Chief Executive Officer  
East Tennessee Children's Hospital  
2018 W. Clinch Ave, Knoxville, TN 37916

## STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

### **Enroll in Credit Monitoring**

**Website and Enrollment.** Go to <https://response.idx.us/etch> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is **August 19, 2022**.

**Telephone.** Contact IDX at 1-833-749-1685 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**Watch for Suspicious Activity.** If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

### **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us).

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are **xx** Rhode Island residents impacted by this incident.